



Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB10360
APC: 112, 595, 509
DATE: OCT-09
EXPIRES: 31-Oct-10
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN

SUBJECT: SWDL will fail when installing A6.9 code to QUANTAR or STR 3000 devices using A7.7 CDs.

MODEL / SYSTEM AFFECTED:

Quantar and STR 3000 Site Repeater Base Radios on an A6.9 system using A7.7 CDs.

Affected CD KCs:

GTR 8000: KC112C03L000070700 and KC112C03L000070701

STR 3000: KC595C021000060903

QUANTAR: KC509C044000060903

Earlier release CDs, and all GTR 8000 devices are not affected.

SYMPTOM:

SWDL will fail if installing from the 6.9 folder on the above affected discs to Quantar or STR 3000s.

CAUSE:

The file names of the QUANTAR and STR 3000 application binaries in the 6.9 folder do not match what is specified in the 6.9 swdl.cfg file.

RESOLUTION:

A new disc has been released with matching file names and swdl.cfg file.

SEVERITY RECOMMENDATION:

Low - Perform when system exhibits above symptoms

PARTS REQUIRED (HARDWARE/SOFTWARE):

Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing, or emailing, the attached software order form.

GTR 8000: KC112C03L000070702

STR 3000: KC595C021000060904

QUANTAR: KC509C044000060904

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:

☒ Yes ☐ No

Identification: Software order form



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847) 538-0364

Email UOST Techs directly with correspondence

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		
Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

SECTION 2: Order Information

Product Type:	_____	Serial Number	_____
Reason for Software / Hardware Change:	_____		
Downgrade? If so, list current and target releases.	_____		

Software / Hardware Description: _____

Part # or Version #	_____	Quantity	_____
Date Required	_____		

SECTION 3: Shipping / Billing Information

Ship To:	_____	Bill To:	_____
	_____		_____
	_____		_____
Email:	_____		_____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Attn: _____

Phone: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847)-538-0364

Email UOST Techs directly with correspondence

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and fax the form back to UOST or email the form back to a member of the Upgrade Operations Software Team directly.
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.

- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the addendum on page 3 below in addition to the original order form. This addendum is for use with large orders with multiple part numbers.

NOTE:

- 1) If this in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!



Supplemental Order Information Addendum

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____